

Quality Policy Statement

AGC Instruments are a leading European manufacturer of Gas Chromatograph & Gas Analyser solutions for use in a wide range of Industrial and Laboratory based environments.

We are recognised experts in the development and provision of leading-edge Total Gas Analysis solutions. Through our Global network, we will provide you with the best analytical solution and will also guarantee that our solution will work with excellent results and performance. Our policy is to delight customers by exceeding their expectations.

By working as a team, we will:

- provide knowledgeable pre-sales technical support and applications advice;
- friendly, efficient customer service and accurate product availability information;
- comprehensive post sales technical support;

Thereby maintaining complete customer satisfaction and confidence at all times.

This stated policy is communicated, understood and undertaken by all personnel within the company.

Clear quality improvement goals and objectives in line with our business objectives have been established. Ongoing review and initiation of corrective actions are implemented to ensure effective and efficient achievement of these objectives. We commit to meeting customer, statutory and regulatory requirements. This is achieved through the effective implementation of ISO 9001: 2015.

Both customers and ISO 9001: 2015 requirements are continually and systematically reviewed for effectiveness and improvement.

Marcus Creaven
Managing Director